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STATE AND CONSUMER SERVICES AGENCY
DEPARTMENT OF CONSUMER AFFAIRS
GOVERNOR EDMUND G. BROWN JR.

ORGANIZATIONAL DEVELOPMENT COMMITTEE

Stan Weisser, RPh, Chairperson, Board President
Randy Kajioka, PharmD, Board Vice-President

The Organizational Development Committee has not met this quarter.

a. Budget Update/Report

1. Budget Report for 2010/11

The budget year began July 1, 2011 and will end June 30, 2012. We are waiting for the specific line item authorizations for FY 2011/12, but the governor's budget included \$14.4M spending authorization for our board. A more detailed budget will be provided during the next meeting if the information is available from the department.

2. Fund Condition Report

Attachment 1

According to a fund condition report prepared by the department (**Attachment 1**), the board will have the following fund conditions at the end of the identified fiscal years:

2010/11	\$13,796,000	11.6 months in reserve
2011/12	\$11,412,000	9.4 months in reserve
2012/13	\$8,618,000	6.9 months in reserve
2013/14	\$5,385,000	4.2 months in reserve

The board will continue to closely monitor its fund condition to ensure the fiscal integrity of the board's operations and pursue a fee increase only when necessary.

3. Final Budget Report for 2010/11

Attachment 2

The fiscal year ended June 30, 2011. The board maximum spending authority for the year was \$12,800,000.

Expenditures: \$10,926,285

Revenue Collected: \$12,534,891

Attachment 2 includes various graphs depicting board revenue and expenditures for fiscal year 2010-11. 87 percent of the board's revenue comes from licensing fees. The board's largest expenditures are personnel services (54 percent) and enforcement costs (23 percent).

5. Update on BreEZe and DCA's Plans for a New Computer System

Background

For a number of years, the department has worked to replace and/or enhance its legacy licensing and enforcement tracking systems used by most DCA agencies that were developed in the 1980s. A few years ago, the department initiated an "I-Licensing" project which would have offered online application and renewal of licenses (a much needed relief from mail-in renewals).

Nearly two years ago, DCA's proposed Consumer Protection Enforcement Initiative also sought computer system upgrades with a new proposal for a department-wide computer system called BreEZe. Once in place the new system would allow for online renewal and application processing, and will also replace the board's Consumer Affairs Systems and the Applicant Tracking System. BreEZe will piggyback on the efforts of the initial I-Licensing system and will ultimately allow for improved services for applicants and licensees as well as provide for a more robust internal computer system.

This new system is vital to the board's operations as the current system limitations significantly impede our ability to perform efficiently. Based on the current timeline for implementation, the board will be in the second phase of programs transitioning to the new system. As such, the board is about 2 years away from changing to this new system.

The board has committed a significant amount of resources to this project to ensure the board's operational needs are met. The executive officer continues to serve as an executive sponsor of this project and was recently nominated to serve on a change control board, part of the established governance plan for this project. The assistant executive officer continues to chair a work group to standardize many of the forms that will be produced by the new system (this is a very diverse and complex project since boards over the years have developed their own forms to fit their needs, which if not standardized will add substantial expense to a new system). Two board staff are working part-time for this project, assisting the department in

documenting system requirements that meet the needs of our board as well as others throughout the project. Further as the implementation date approached will be need to redirect other staff to ensure the necessary transition plans and data clean-up are in place to mitigate problems during the transition.

This major commitment of board resources to BreEZe is justified by the board's need for the system.

Recent Update

The department recently awarded the contract for this new system to Accenture. The department has started working with Accenture and the first phase of implementation is scheduled for fall 2012. The board is scheduled for the second phase which is anticipated to occur in the spring of 2013.

5. Reimbursement to Board Members

Attachment 3

Expenses and per diem payments to board members are provided in **Attachment 3**. These are hours and expenses claimed by board members during the indicated periods. Board members are paid for each day of a board meeting, but in accordance with board policy, may also submit hours for work performed doing additional board business.

b. FOR INFORMATION: Recognition Program of Pharmacists Who Have Been Licensed 50 Years in California

Since July 2005, the board has acknowledged 1,147 pharmacists with 50 or more years of licensure as pharmacists in California. There were 56 pharmacists who reached this milestone between August and October 2011. When a pharmacist reaches this milestone, the board sends a certificate and an invitation to attend a future board meeting for public recognition.

c. FOR INFORMATION: Personnel Update

1. Board Member Vacancies

As of today, the board has 10 board members, and three board member vacancies. The vacant positions are Governor Appointments and are for professional members.

2. Staff Changes

Effective August 30, 2010, a statewide hiring freeze was implemented which has prohibited the board from filling any vacancies. At the time the freeze order was issued, the board was actively recruiting for several vacancies for office and inspector staff. These vacancies were as a

result of employees transferring to other state agencies, retirements, and additional staff positions the board received through the BCP process.

Today, this hiring freeze is still in effect. However, since January, the board has been allowed to hire staff currently employed by other DCA agencies (as transfers within the same “hiring authority”). Additionally, throughout the year the board has received hiring freeze exemptions for 12 positions; 1 supervising inspector, 10 inspectors and one office technician. The board has filled 8 of these positions and recruitment is underway for the remainder.

The board currently has a total of 22 positions vacant. The breakdown is as follows:

- 14 – Supervising inspector and inspector positions
- 2 – Associate analysts responsible for the following duties:
 - Limited Term ½ position for complaint intake
 - Public Outreach and HIPDB reporting
- 1 – Staff analyst who performs application investigations & fingerprint reviews
- 5 – Office technicians responsible for the following duties:
 - Processing pharmacy technician applications (One of two approved positions will be filled August 1, 2011)
 - Processing change of pharmacist-in-charge and designated representative-in-charge applications as well as discontinuance of business notices.
 - Cashiering application and change notice fees
 - Processing subsequent arrest notices

These positions equate to over a 25 percent vacancy rate.

Board staff continues to work diligently, focusing their efforts on the highest priorities and most essential functions. We have a tremendous staff that truly cares about the board and its mission, and are tremendously flexible.

d. FOR INFORMATION: First Quarterly Report on the Committee’s Goals for 2011/12

Attachment 4

The first quarterly report on the Organizational Development Committee’s goals is provided in **Attachment 4.**

Attachment 1

0767 - State Board of Pharmacy

Analysis of Fund Condition

Prepared 9/29/2011

(Dollars in Thousands)

FY 2010-11 Month 13

Note: \$1.0M GF Loan Outstanding

	Governor's Budget					
	ACTUAL 2010-11	BY 2011-12	BY +1 2012-13	BY +2 2013-14	BY +3 2014-15	BY +4 2015-16
BEGINNING BALANCE	\$ 12,411	\$ 13,796	\$ 11,412	\$ 8,618	\$ 5,385	\$ 1,700
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 12,411	\$ 13,796	\$ 11,412	\$ 8,618	\$ 5,385	\$ 1,700
REVENUES AND TRANSFERS						
Revenues:						
125600 Other regulatory fees	\$ 1,215	\$ 76	\$ 76	\$ 76	\$ 76	\$ 76
125700 Other regulatory licenses and permits	\$ 2,432	\$ 2,432	\$ 2,432	\$ 2,432	\$ 2,432	\$ 2,432
125800 Renewal fees	\$ 8,258	\$ 8,258	\$ 8,258	\$ 8,258	\$ 8,258	\$ 8,258
125900 Delinquent fees	\$ 139	\$ 139	\$ 139	\$ 139	\$ 139	\$ 139
131700 Misc. revenue from local agencies	\$ 8	\$ 7	\$ 7	\$ 7	\$ 7	\$ 7
141200 Sales of documents	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
142500 Miscellaneous services to the public	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
150300 Income from surplus money investments	\$ 65	\$ 55	\$ -	\$ -	\$ -	\$ -
150500 Interest Income From Interfund Loans	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
160400 Sale of fixed assets	\$ 3	\$ 5	\$ 5	\$ 5	\$ 5	\$ 5
161000 Escheat of unclaimed checks and warrants	\$ 8	\$ 8	\$ 8	\$ 8	\$ 8	\$ 8
161400 Miscellaneous revenues	\$ 5	\$ 4	\$ 4	\$ 4	\$ 4	\$ 4
164300 Penalty assessments - Cost Recovery **		\$ 900	\$ 900	\$ 900	\$ 900	\$ 900
Totals, Revenues	\$ 12,133	\$ 11,884	\$ 11,829	\$ 11,829	\$ 11,829	\$ 11,829
Transfers from Other Funds						
F00001 GF Loan Repayment (Budget Act of 2008)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Transfers to Other Funds						
Totals, Revenues and Transfers	\$ 12,133	\$ 11,884	\$ 11,829	\$ 11,829	\$ 11,829	\$ 11,829
Totals, Resources	\$ 24,544	\$ 25,680	\$ 23,241	\$ 20,447	\$ 17,214	\$ 13,529
EXPENDITURES						
Disbursements:						
0840 State Operations	\$ 17	\$ 14	\$ -	\$ -	\$ -	\$ -
8880 FISC (State Operations)	\$ 6	\$ 57	\$ -	\$ -	\$ -	\$ -
1110 Program Expenditures (State Operations)	\$ 10,725	\$ 14,197	\$ 14,623	\$ 15,062	\$ 15,514	\$ 15,979
Total Disbursements	\$ 10,748	\$ 14,268	\$ 14,623	\$ 15,062	\$ 15,514	\$ 15,979
FUND BALANCE						
Reserve for economic uncertainties	\$ 13,796	\$ 11,412	\$ 8,618	\$ 5,385	\$ 1,700	\$ -2,450
Months in Reserve	11.6	9.4	6.9	4.2	1.3	-1.8

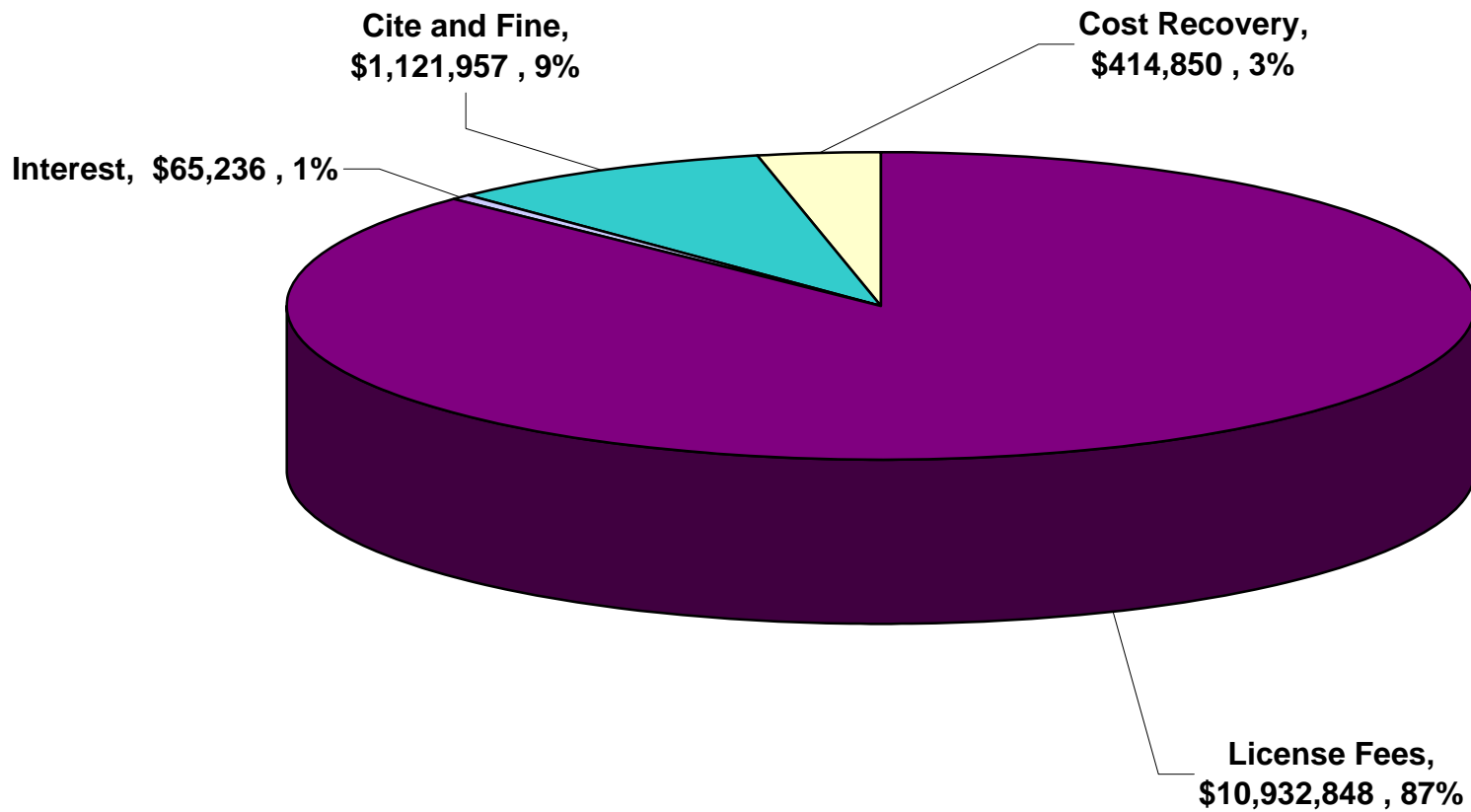
** Reflects historical cost recovery revenue

NOTES:

- ASSUMES WORKLOAD AND REVENUE PROJECTIONS ARE REALIZED FOR 2010-11 AND ON-GOING.
- ASSUMES APPROPRIATION GROWTH OF 3.0% PER YEAR.
- ASSUMES INTEREST RATE OF 1%

Attachment 2

**Origin of Revenue
FY 2010/2011
FM 13
\$12,534,891**

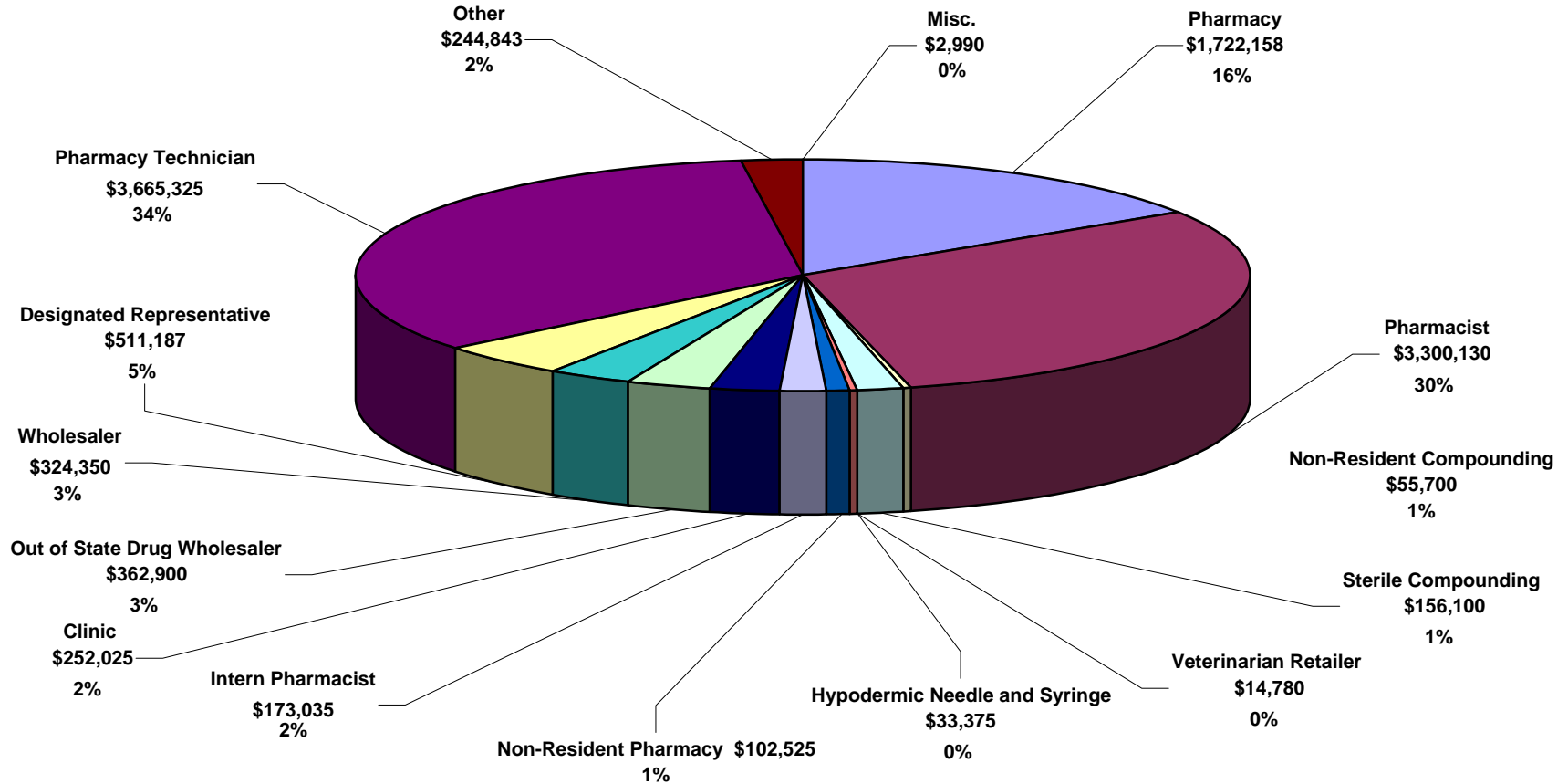


Revenue By Program

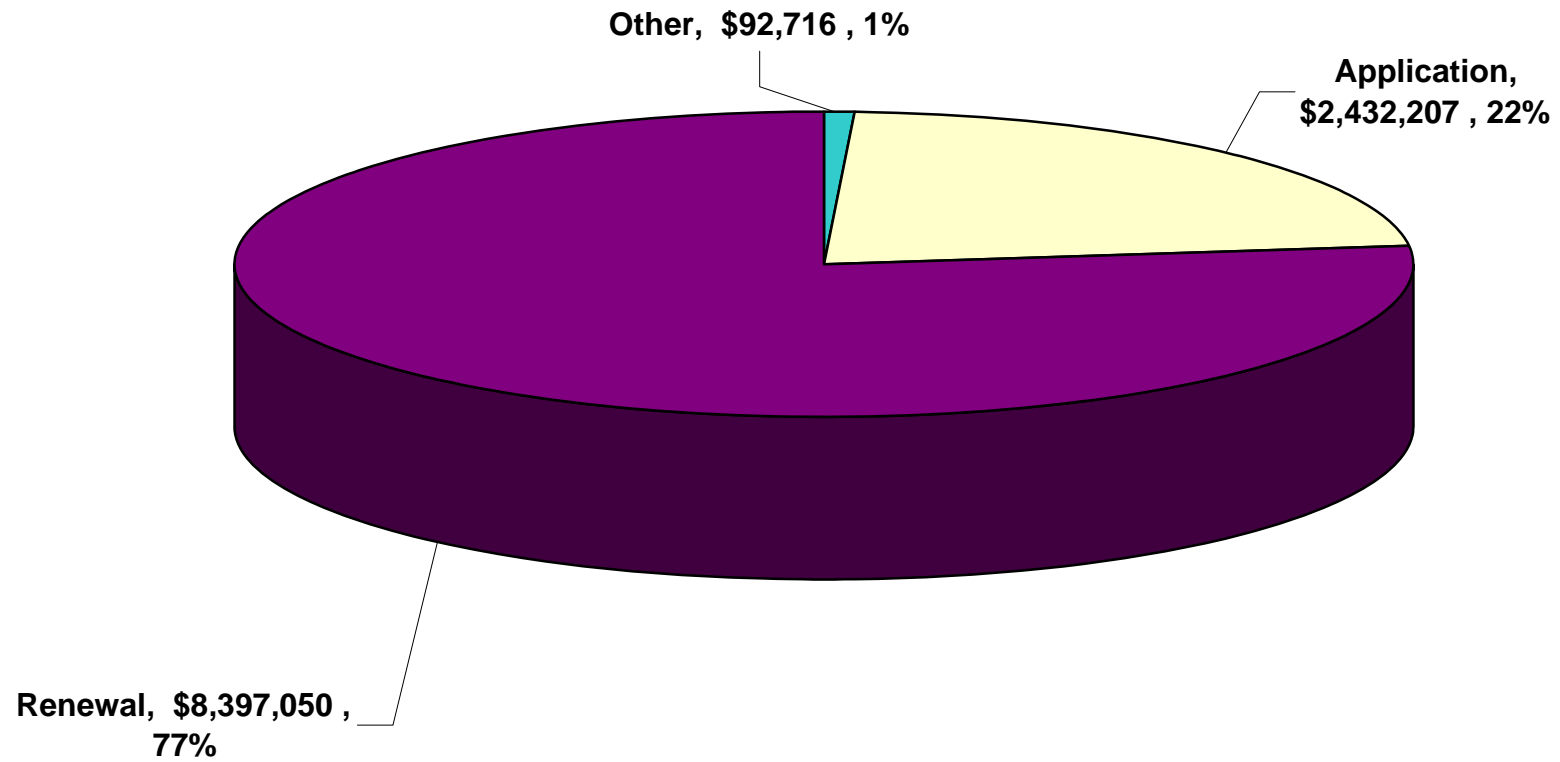
FY 2010/2011

FM 13

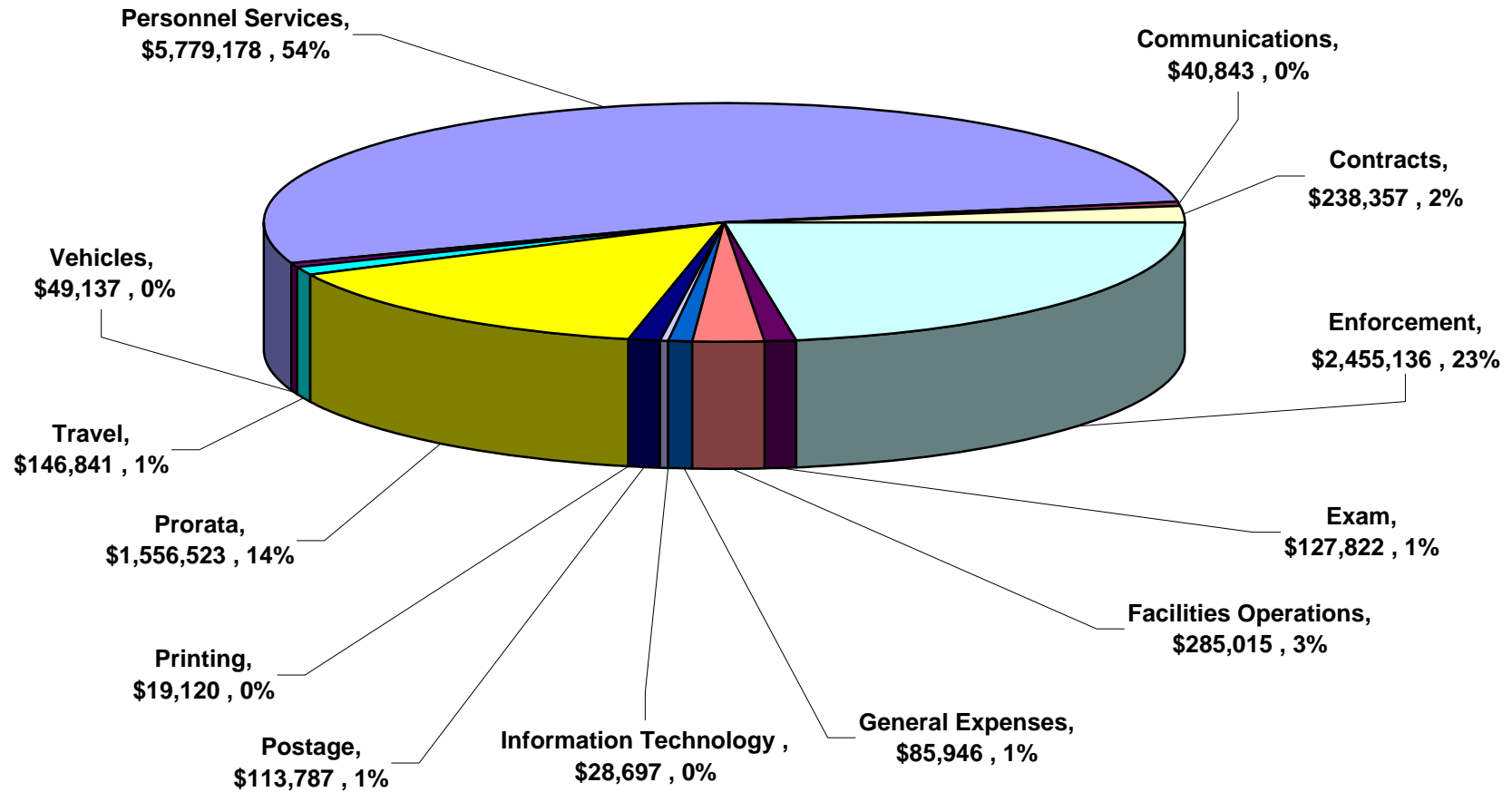
\$10,921,423



**Application vs. Renewal Fees
FY 2010/2011
FM 13**



**Expenditures
FY 2010/2011
FM 13
\$10,926,402**



Attachment 3

**Board Member Reimbursement
And
Travel Expenses**

July 1, 2011 through October 11, 2011

Board Members	Attendance Hours*	Travel Expenses
Badlani, Neil	40	0
Brooks, Ryan	32	0
Castellblanch, Ramón	24	0
Hackworth, Rosalyn	16	\$198.17
Kajioka, Randy	32	0
Lippe, Gregory	32	0
Schell, Kenneth	24	0
Veale, Deborah	32	0
Weisser, Stanley	48	\$773.14
Wheat, Shirley	24	0
Zee, Tappan	0	0

***Board Member Attendance Hours reflects the number of hours for which board members have been reimbursed. Board members may choose not to seek reimbursement for work performed for the board.**

Attachment 4

ORGANIZATIONAL DEVELOPMENT COMMITTEE

Goal 5: Achieve the board's mission and goals.

Outcome: An effective organization.

Objective 5.1	Obtain 100 percent approval for identified program needs by June 30, 2011.
Measure:	Percentage approved for identified program needs.
Tasks:	<p>1. Review workload and resources to streamline operations, target backlogs and maximize services.</p> <p><i>1st Qtr 08/09: State government without budget and then facing severe deficit triggers layoffs, hiring freezes, contract suspensions that impact board operations</i></p> <ul style="list-style-type: none"> <i>Loss of six staff</i> <i>Suspension of all contracts for two months</i> <i>Inability to hire for three vacant positions, including two manager positions and three enforcement positions.</i> <i>Suspend response to all status inquiries in Licensing Unit to focus on application processing.</i> <p><i>3rd Qtr 08/09: Board undergoes 10 percent reduction in staff salaries and two working days furlough each month, effective February 2009 to reduce state expenses.</i></p> <p><i>4th Qtr 08/09: Waivers sought for 2009/2010 contracts to ensure necessary services are available to the board.</i></p> <p><i>1st Qtr 09/10: Staff furloughed three days per month through June 2010. Office to be closed three days per month. Workload expenses examined to ensure maximum effectiveness.</i></p> <p><i>2nd Qtr 09/10: Redirections continue to address workload demands.</i></p> <p><i>3rd Qtr 09/10: Deferred furloughs to address licensing backlog.</i></p> <p><i>4th Qtr 09/10: Deferred furloughs to address licensing backlog.</i></p> <p><i>1st Qtr 10/11: Furlough order reinstituted for all office and management staff. Office closed 3 days a month.</i></p> <p><i>2nd Qtr 10/11: Hiring freeze in effect, but furloughs reduced to one day per month.</i></p> <p><i>3rd Qtr 10/11: Hiring freeze remains in effect.</i></p> <p><i>Board secures exemption to hire 8 investigation staff.</i></p> <p><i>4th Qtr 10/11: Hiring freeze remains in effect.</i></p> <p><i>Board secures exemption to hire 1 clerical and 3 investigation staff.</i></p> <p><i>3rd Qtr 11/12: Application for pharmacy technicians approved.</i></p> <p><i>Board continues to seek hiring exemptions.</i></p>

	<p>2. Develop budget change proposals to secure funding for needed resources.</p> <p><i>1st Qtr 08/09: Board staff prepare legislative Budget Change Proposal to secure one half-time manager position to address workload associated with SB 1441 (Ridley-Thomas) Healing Arts Rehabilitation Program.</i></p> <p><i>2nd Qtr 08/09: Budget Change Proposal on SB 1441 denied due to language in bill preventing staff augmentations.</i> <i>Board submits Criminal Convictions Unit proposal for 6.5 staff positions to strengthen and expedite review of arrest and conviction notices involving board applicants and licensees, \$600,000 annually.</i></p> <p><i>3rd Qtr 08/09: Criminal Conviction Unit approved and inserted into 2009/2010 Governor's Budget.</i></p> <p><i>4th Qtr 08/09: Staff hired for Criminal Conviction Unit.</i></p> <p><i>2nd Qtr 09/10: Twenty-two enforcement staff added in Governor's 2010/2011 Budget to reduce investigation time.</i> <i>Two licensing staff proposed to address increase in applications.</i></p> <p><i>4th Qtr 09/10: Board staff prepare budget change proposal for budget year 2011/12.</i></p> <p><i>1st Qtr 10/11: Board focuses on securing DCA's BreEZe computer system and hiring the 22.5 enforcement staff added to the 2010/11 budget.</i></p> <p>3. Perform strategic management of the board through all committees and board activities.</p> <p><i>1st Qtr 08/09: Strategic Plan approved at the July 2008 Board Meeting. Staff initiates redesign of quarterly reporting format and incorporates changes to plan.</i></p> <p><i>2nd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>3rd Qtr 08/09: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>4th Qtr 08/09: Strategic plans for each committee reviewed and revised for 2009/2010. Board will act on new Strategic Plan components at the July 2009 Board Meeting.</i></p> <p><i>1st Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>2nd Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>3rd Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan.</i></p> <p><i>4th Qtr 09/10: Quarterly reports provided at board meeting updating Strategic Plan. Board committees consider strategic plan changes for fiscal year 2010/11.</i></p> <p><i>1st Qtr 10/11: Quarterly reports provided at board meeting updating Strategic Plan. Board approves updated strategic plan for 2010/2011.</i></p> <p><i>2nd Qtr 10/11: Quarterly reports provided at board meeting updating Strategic Plan. Staff begin search for a consultant to lead the board in developing the 2011/12 – 2016/17 strategic plan.</i></p> <p><i>3rd Qtr 10/11: Three consultants interviewed to lead board in new strategic plan. Board staff perform an environmental scan and assessment of board strengths and weaknesses.</i></p> <p><i>4th Qtr 10/11: Contract awarded for consultant to work with board on development of new strategic plan.</i></p> <p><i>1st Qtr 11/12: Board staff prepare Budget Change Proposal for budget year 2012/13. Board holds strategic planning session with consultant.</i></p>
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	<p>4. Manage the board's financial resources to ensure fiscal viability and program integrity.</p> <p>1st Qtr 08/09: <i>Fee audit initiated then suspended by state budget impasse. Staff successful in seeking exemption and work resumed.</i> <i>Staff complete budget forecast for 2009/2010 workload and revenue.</i></p> <p>2nd Qtr 08/09: <i>Fee audit completed.</i></p> <p>3rd Qtr 08/09: <i>Fee audit submitted to board at January Meeting; proposed new fees for 2010 identified.</i></p> <p>4th Qtr 08/09: <i>Budget examined to identify expenses in future fiscal year.</i></p> <p>1st Qtr 09/10: <i>Fee bill (AB1077 , Emmerson) enacted to increase statutory maximum in fees, the first fee bill sought by the board since 1987.</i> <i>New fees for nine classes will take effect 1/1/10; other fees will remain essentially the same.</i></p> <p>Jan. 2010: <i>New fees take effect.</i></p> <p>3rd Qtr 09/10: <i>Staff submit a 5% reduction plan to DCA.</i></p> <p>4th Qtr 09/10: <i>Budget examined to identify expenses in future fiscal years.</i></p> <p>1st/2nd Qtr 10/11: <i>Hiring freeze prevents board from filling vacant positions. Board required to reduce 5% of its personnel expenditures as required by the Governor.</i></p> <p>3rd Qtr 10/11: <i>Hiring freeze still in effect, but DCA allows employees to transfer within its agencies and divisions.</i> <i>Executive orders reduce cellular telephones in use - board managers reduce 4 phones.</i></p>
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Objective 5.2	Maintain 100 percent staffing of all board positions.
Measure:	Percentage staffing of board positions.
Tasks:	<ol style="list-style-type: none"> Continue active recruitment of pharmacists for inspector positions. <p><i>1st Qtr 08/09: Board inspectors positions at full staffing.</i></p> <p><i>2nd Qtr 09/10: Two inspectors retire. Board secures continuous recruitment for inspector positions, and begins plans to hold a civil service exam for this class.</i></p> <p><i>3rd Qtr 09/10: Inspector Exam administered.</i></p> <p><i>4th Qtr 09/10: Board inspector retires.</i></p> <p><i>1st Qtr 10/11: Second inspector exam administered.</i> <i>Supervising inspector exam administered.</i> <i>Hiring freeze ordered effective August 30, 2010.</i></p> <p><i>2nd Qtr 10/11: Board submits exception seeking approval to hire inspectors & supervising inspectors.</i></p> <p><i>3rd Qtr 10/11: Board submits new exception requests for 8 inspectors and supervising inspector positions.</i></p> <p><i>4th Qtr 10/11: Seven new staff hired.</i> <i>Exemption for 3 new inspectors, recruitment initiated.</i></p> <p><i>1st Qtr 10/11: Exemption to backfill vacancy submitted.</i></p> Vigorously recruit for any vacant positions. <p><i>1st Qtr 08/09: Initiate recruitment for enforcement analyst and legislation and regulation manager.</i> <i>Recruitment suspended on vacant positions pursuant to the Executive Order.</i> <i>Board seeks exemptions to rehire key staff. All exemptions denied.</i></p> <p><i>2nd Qtr 08/09: Three staff vacancies exist.</i></p> <p><i>3rd Qtr 08/09: One staff vacancy exists.</i></p> <p><i>4th Qtr 08/09: All positions filled.</i></p> <p><i>2nd Qtr 09/10: One office technician (OT) position vacant, recruiting underway.</i></p> <p><i>3rd Qtr 09/10: Begin recruitment for SSA budget person.</i></p> <p><i>4th Qtr 09/10: Budget analyst position filled.</i></p> <p><i>1st Qtr 10/11: Hiring freeze ordered effective August 30, 2010.</i> <i>27 staff vacancies exist, 22 of which are CPEI positions.</i></p> <p><i>2nd Qtr 10/11: Board submits exception requests to hire staff. All board requests denied by agency.</i> <i>Board initiates recruitment for non pharmacists positions via the DCA internal hiring process.</i></p> <p><i>3rd Qtr 10/11: Board resubmits exemption requests to hire 8 staff.</i> <i>Board continues to recruit for non pharmacist positions via the DCA internal hiring process.</i> <i>As of March 31, 2011 the board has 24.5 vacant positions.</i></p> <p><i>1st Qtr 11/12: Hiring freeze remains in effect.</i> <i>Board has 27 vacant positions.</i></p> Perform annual performance and training assessments of all staff. <p><i>1st Qtr 08/09: Complete annual performance review on 25% of staff.</i></p> <p><i>3rd Qtr 09/10: Management perform probation reports and annual performance for 20 staff.</i></p> <p><i>4th Qtr 09/10: Management performs probation reports required as part of hiring process.</i></p> <p><i>1st Qtr 10/11: Management performs probation reports required as part of hiring process.</i></p> <p><i>4th Qtr 10/11: As of July 1, 2011 board has 20 vacant positions.</i></p>

Objective 5.3	Succession planning and workforce retention.
Measure:	Secure enhanced training of staff to improve job proficiency.
Tasks:	<p>1. Identify training for staff development.</p> <p><i>1st Qtr 08/09: Supervising Inspector Nurse and Assistant Executive Officer accepted into Department of Consumer Affairs Management Academy. Both complete course.</i></p> <p><i>2nd Qtr 08/09: Supervising Inspector Dang accepted into Department of Consumer Affairs Management Academy.</i></p> <p><i>3rd Qtr 08/09: Supervising Inspector Dang completes Academy training. Assistant Executive Officer Sodergren works with Department of Consumer Affairs training office on a mentoring program for the department.</i></p> <p><i>4th Qtr 08/09: Staff participate in team building exercises led by Department of Consumer Affairs training office and TCT.</i></p> <p><i>3rd Qtr 09/10: Two board managers attend supervisory training. One board manager accepted into Department of Consumer Affairs Management Academy. Assistant Executive Officer develops training materials for departments newly developed Enforcement Academy. Enforcement staff attend report writing class.</i></p> <p><i>4th Qtr 09/10: Board manager completes DCA Management Academy. Board staff attends training on new server software.</i></p> <p><i>2nd Qtr 10/11: Nine staff accepted into National Certified Investigator/Inspector Training to begin February 1, 2011.</i></p> <p><i>3rd Qtr 10/11: Staff complete National Certified Investigator/Inspector Training.</i></p> <p><i>4th Qtr 10/11: All training requiring travel is cancelled by department.</i></p>

Objective 5.4	Implement 10 strategic initiatives to automate board processes by June 30, 2011.
Measure:	Number of strategic initiatives implemented to automate board processes.
Tasks:	<ol style="list-style-type: none"> Implement automated applicant tracking (ATS). <i>1st Qtr 08/09: Full implementation of ATS achieved in 2007/2008. Staff continue to seek program changes as necessary.</i> Implement online license renewal and application submission features (I-Licensing). <i>1st Qtr 06/07: Interim Executive Officer Herold put on Department of Consumer Affairs' executive sponsor committee for this project.</i> <i>2nd Qtr 06/07: The board meets with design staff to assure necessary program components are part of system specifications. The state's budget allocates \$50,000 this year for development activities.</i> <i>3rd Qtr 06/07: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Staff changes at DCA may delay implementation.</i> <i>4th Qtr 06/07: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Project delayed due to contracting issues for service vendors six to nine months. DCA hires additional staff for I-Licensing project. Implementation for board programs delayed until mid-2009.</i> <i>1st Qtr 07/08: Board executive officer continues as a member of the department's Executive Steering Committee as an executive sponsor. Work is focused on securing vendors for the project. Project delayed due to contracting issues for service vendors six to nine months due to loss of all key DCA staff.</i> <i>2nd Qtr 07/08: Licensing staff review all board applications to conform to system requirements. Integrated work team formed of board staff to work closely with I-Licensing conversion, a major workload. DCA's new staff in place, work on securing I-Licensing vendor resumes. Executive Officer continues on executive steering committee.</i> <i>3rd Qtr 07/08: Department works on securing vendors. Board is up to date in performing implementation components.</i> <i>4th Qtr 07/08: Delays continue to plague I-Licensing. New implementation date for board is now mid 2010.</i> <i>1st Qtr 08/09: Board executive officer attends Steering Committee Meeting and conveyed board's concerns about continued delays of implementation.</i> <i>3rd Qtr 08/09: Project undergoes additional delays due to need to revise Request for Proposal and new staff hired to implement project.</i> <i>4th Qtr 08/09: Department of Consumer Affairs hires new staff to implement project. Request for Proposal prepared for release in next fiscal year.</i> <i>2nd Qtr 09/10: Project rethought, revamped, and re-contracted.</i> Integrate telephone features to improve board services without adding staff resources. <i>1st Qtr 06/07: Phone system modified to allow "zeroing out" early in telephone message so consumers can reach a live operator more quickly.</i> <i>3rd Qtr 07/08: Added Call Pilot feature to licensing and renewal phone lines that automatically places a copy of the call log into the appropriate staff's email. This saves time and improves customer service.</i> <i>4th Qtr 07/08: Conference line used to coordinate inspector staff meetings without need to travel to meeting.</i>

	<p><i>2nd Qtr 09/10: Staff work with the department to secure reports to better manage phone systems. Work will continue in next quarter.</i></p> <p><i>3rd Qtr 09/10: Management staff continue to advocate changes to telephone system to better meet caller needs.</i></p> <p>4. Use the department's newly created "ad hoc" system to generate data for reports.</p> <p><i>1st Qtr 07/08: Three staff trained in using enforcement or licensing reports.</i></p> <p><i>2nd Qtr 07/08: Board begins to use reports for management.</i></p> <p><i>4th Qtr 07/08: Staff use reports to:</i></p> <ul style="list-style-type: none"> <i>• Track unpaid citations</i> <i>• Track cite and fine aging</i> <i>• Find citations by violation type, such as prescription errors</i> <i>• Pull special cite and fine statistics upon request</i> <i>• Pull list of recently licensed pharmacists for wall certificates</i> <i>• Pull list of change of ownership applications for received dates</i> <i>• Develop ad hoc for licensing applicant tracking</i> <i>• Pull pending applications list for application inventory</i> <i>• Pull licensing information for sites required to report to CURES and send to the CURES vendor weekly</i> <i>• Pull enforcement case statistical data regarding received, pending and closed cases to report workload and status information monthly to management and quarterly to the board</i> <i>• Pull various enforcement statistical reports used to compile the Boards annual statistical profile report and quarterly strategic plan updates</i> <i>• Pull special ad hoc reports created to gather information specifically requested under the public records act</i> <i>• Pull case aging data for application investigations, complaint investigations and AC cases</i> <p><i>3rd Qtr 09/10: Several staff trained in report functionality.</i></p> <p>5. Secure equipment needed to perform staff duties optimally.</p> <p><i>1st Qtr 08/09: Staff work with department to eliminate delay resulting from staff shortages in department's IT, delaying production of a new "image" of software for new computers.</i></p> <p><i>2nd Qtr 08/09: Completed rollout of new computers.</i></p> <p><i>4th Qtr 08/09: New PDAs purchased for some staff with worn out equipment.</i></p> <p><i>2nd Qtr 09/10: Office reconfigured to establish workspace for 5 new positions.</i></p> <p><i>4th Qtr 09/10: Board submitted equipment request to department for new staff.</i></p> <p><i>1st Qtr 10/11: All purchase order requests suspended until budget is enacted.</i></p> <p><i>3rd Qtr 10/11: Governor issued an executive order calling for a reduction in the number of state issued cell phones. Department required 50% reduction by program. Inspectors retain BlackBerries, but board managers BlackBerries surrendered. Contingency plans need to be developed.</i></p> <p><i>4th Qtr 10/11: Board staff work with department to secure exemption to purchase blackberries for new field staff.</i></p> <p>6. Implement automated program for staff-conducted drug audits.</p> <p><i>4th Qtr 07/08: Automated program developed for drug audits initiated by inspectors.</i></p> <p><i>1st Qtr 08/09: Automated program deployed to office staff assisting with drug audits.</i></p> <p>7. Implement template for drug audits completed by pharmacies.</p> <p>8. Develop template for hospital inspections to identify recalled heparin. (Completed April 2008)</p>
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	<p>9. Participate in Department of Consumer Affairs (DCA) pilot program to achieve scanning of paper files.</p> <p><i>1st - 4th Qtrs 08/09: Staff participate in planning meetings with other DCA staff.</i></p> <p><i>1st - 2nd Qtrs 09/10: Staff participate in planning meetings with other DCA staff.</i></p> <p><i>4th Qtr 09/10: Staff approve feasibility study report developed by the department.</i></p> <p><i>2nd Qtr 10/11: Scanning project consolidated into BreZE system.</i></p>
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Objective 5.5	Provide for communication venues to communicate within the board by June 30, 2011.
Measure:	Number of communication venues to communicate within the board.
Tasks:	<ol style="list-style-type: none"> <p>Continue the Communication Team to improve communication among staff and host biannual staff meetings.</p> <p><i>2nd Qtr 08/09: TCT hosts staff meeting, team building and holiday party.</i></p> <p><i>4th Qtr 08/09: TCT hosts staff meeting and team building.</i></p> <p><i>2nd Qtr 09/10: TCT hosts staff meeting for Sacramento staff, Inspectors have team meetings</i></p> <p><i>2nd Qtr 10/11: TCT hosts various "spirit" activities for staff to keep them engaged.</i></p> <p><i>3rd Qtr 10/11: All staff strategic planning session convened.</i></p> <p><i>TCT hosts lunch at conclusion of session.</i></p> <p>Continue Enforcement Team meetings with board members and enforcement staff.</p> <p>Convene annual inspector meetings to ensure standardized investigation and inspection processes, law and practice updates and earn continuing education credit.</p> <p><i>1st Qtr 08/09: Inspector workshop scheduled.</i></p> <p><i>2nd Qtr 08/09: Inspector meeting convened with Department of Public Health Consultants.</i></p> <p><i>Inspectors have staff meetings for training.</i></p> <p><i>4th Qtr 08/09: TCT hosts staff meeting and team building training.</i></p> <p><i>1st Qtr 09/10: Inspectors meeting where aggressive timelines for case completions put in place.</i></p> <p><i>3rd Qtr 09/10: Inspector meeting held in conjunction with report writing training.</i></p> <p><i>4th Qtr 09/10: One day inspector meeting convened.</i></p> <p><i>3rd Qtr 10/11: Three day inspector meeting convened.</i></p> <p><i>One day inspector meeting convened.</i></p> <p>Transition from paper packets for board meeting materials to e-copies.</p> <p><i>1st-4th Qtrs 08/09: Board members begin transition with some members requesting only e-copies of these packets.</i></p> <p><i>July 2009: Budget restrictions prevent the board from purchasing paper. Board packets released in e-copy form, saving upwards of five boxes of paper.</i></p> <p>Explore electronic voting of mail ballots for disciplinary decisions.</p> <p><i>2nd Qtr 08/09: Meetings convened with Department of Consumer Affairs Information Technology staff to develop system.</i></p> <p><i>1st Qtr 09/10: Meetings resume to develop and pilot test system.</i></p> <p><i>Software licenses purchased.</i></p> <p><i>2nd Qtr 09/10: Approval from outside agencies needed before purchase of software can occur.</i></p> <p><i>3rd Qtr 09/10: Staff advised and order approved. Software not yet received.</i></p> <p><i>4th Qtr 09/10: Software received and testing initiated.</i></p> <p><i>1st Qtr 10/11: Process evaluation begins to determine effectiveness of new process.</i></p> <p><i>2nd Qtr 10/11: Process of e-voting modified slightly. However, results of doing online voting have increased rather than decreased overall voting time.</i></p>

Objective 5.6	Annually conduct at least two outreach programs where public policy issues on health care are being discussed.
Measure:	Number of outreach programs conducted in one year.
Tasks:	<ol style="list-style-type: none"> 1. Outreach programs 2006/2007. <i>Convene subcommittee on Medicare Part D implementation.</i> <i>Convene Workgroup to implement e-pedigree.</i> <i>Host the National Association of Boards of Pharmacy District 7 & 8 Meeting in California.</i> <i>Attends and presents at annual association meetings.</i> 2. Outreach programs 2007/2008. <i>Continue subcommittee on Medicare Part D implementation.</i> <i>Continue workgroup to implement e-pedigree.</i> <i>Initiates public campaign on SB 472 (Corbett) - Standardization of the prescription label.</i> <i>Attends and presents at annual association meetings.</i> 3. Outreach programs 2008/2009. <i>July 2008 Board Meeting focuses on medication errors and prevention.</i> <i>Presentation on sharps disposal before the California Integrated Waste Management Board to a statewide audience in November 2008 and February 2009.</i> <i>Nationwide presentations on implementation of e-pedigree.</i> 4. Professionals Achieving Consumer Trust Summit - November 2008. <i>Board sponsors forum on e-prescribing.</i> <i>Board hosts conference with experts presenting information designing patient-centered prescription container labels.</i> 5. Board provides three presentations at the annual California Pharmacists Association Meeting. 6. Workgroup on E-Pedigree holds March 2009 meeting where presentations made on FDA proposed standards for a unique identification number for serialization, Congressman Buyer's Office on federal legislation, and standards setting by GS1. 7. Executive Officer attends National Association of Boards of Pharmacy Meeting with other state boards of pharmacy. 8. Executive Staff attend Consumer Advisory Councils day-long presentation in San Francisco on substance abuse recovery programs for health care licensees.

9. Outreach programs 2009/2010.

*Executive Officer gives a presentation on new laws and regulations at the California Society of Health Systems Pharmacists (CSHP) Annual Meeting.
Board Inspectors provide a presentation to the California Pharmacists Association (CPhA) as part of "Compounding Day".*

Supervising Inspector Nurse provides information to national narcotics officers and officials at the National Association of Controlled Substances Authority Meeting.

Executive Officer Herold, Board President Schell, and Supervising Inspector Nurse attended California Integrated Waste Management Board Conference and advocated for use of their guidelines for pharmacies and other sites establishing drug "take back" programs.

Executive Officer Herold and several Board Members attended a conference on e-prescribing for practitioners and regulators, hosted by the California Healthcare Foundation.

Executive Officer Herold presents information on e-pedigree to the Healthcare Distribution Management Associations Track and Trace national meeting.

Executive Officer Herold and Board President Schell provides information to subcommittee on drug distribution in hospital meeting hosted by the California Hospital Association.

Executive Officer Herold provides information to CPhA's Long-Term Care Association on prescription container labels.

Executive Officer Herold provides information about drug "take back" to Local 20 Rural County Government representatives.

Presentation on the Medication Error Reporting Systems in California Hospitals, a

Presentation by Loriann De Martini, Pharm.D, California Department of Public Health

Presentation by Katherine Ellis of the Department of Justice on the Controlled Substance Utilization Review and Evaluation System Online Access for Pharmacies.

10. Outreach programs 2010/2011.

Board holds forum on prescription drug abuse with presentations by the Drug Enforcement Administration.

Executive Officer Herold presented information about preventing medication errors, the Board of Pharmacy's mandate and ongoing projects at a DCA-hosted meeting of consumers in Sacramento. The FDA also provided information during event.

Executive Officer Herold provided information about the board's Intern Fact Sheet Project to students at the University of the Pacific who are working on fact sheets for the board.

Board Vice President Kajioka provided information about the board's consumer materials to a group of 150 consumers at a consumer education event in Assemblymember Hayashi's district.

Executive Officer Herold and Licensing Manager Mitchell provided information about the board's Pharmacist Recovery Program to 90 students at California Northstate School of Pharmacy in Sacramento.

Supervising Inspector Dang provided information about the board's compounding requirements at the CPhA's Compounder's Day meeting in Southern California.

Objective 5.7	Perform succession planning to ensure continuity for board operations during staff retirements.
Measure:	Number of staff trained for advanced duties and promoted.
Tasks:	

Objective 5.8	Respond to all public record requests within 10 days.																																																																																																																																									
Measure:	Percentage response to public record requests within 10 days.																																																																																																																																									
Tasks:	<div>1. Respond to public records requests within 10 days (e.g., license verifications, investigative/disciplinary information, licensing information).</div> <table><thead><tr><th></th><th colspan="2">Qtr 1</th><th colspan="2">Qtr 2</th><th colspan="2">Qtr 3</th><th colspan="2">Qtr 4</th></tr><tr><th>a) License Verifications</th><th>N</th><th>%</th><th>N</th><th>%</th><th>N</th><th>%</th><th>N</th><th>%</th></tr></thead><tbody><tr><td>≤ 10 days</td><td>285</td><td>92%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>11-30 days</td><td>20</td><td>6%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>31 + days</td><td>6</td><td>2%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><th>b) Disciplinary Information</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></tr><tr><td>≤ 10 days</td><td>8</td><td>57%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>11-30 days</td><td>1</td><td>7%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>31 + days</td><td>5</td><td>36%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><th>c) Other Information</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></tr><tr><td>≤ 10 days</td><td>3</td><td>23%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>11-30 days</td><td>0</td><td>0%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>31 + days</td><td>10</td><td>77%</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> <div>2. Respond to subpoenas within the timeline specified.</div> <table><thead><tr><th></th><th>Qtr 1</th><th>Qtr 2</th><th>Qtr 3</th><th>Qtr 4</th></tr></thead><tbody><tr><td>Subpoenas Received</td><td>7</td><td></td><td></td><td></td></tr><tr><td>Responded within required time</td><td>3</td><td></td><td></td><td></td></tr><tr><td>Not responded to within required time</td><td>4</td><td></td><td></td><td></td></tr></tbody></table> <div>3. Respond to specific requests for data reports list.</div> <div>1st Qtr 09/10: Submit agency statistical profile summarizing data for 2008-2009. Submit monthly report to director's office that highlights major activities of board licensing and enforcement statistics. Data for Department of Consumer Affairs' annual report submitted.</div> <div>3rd Qtr 09/10: Department initiates monthly enforcement reporting.</div> <div>4th Qtr 09/10: Board submits monthly enforcement reporting.</div>		Qtr 1		Qtr 2		Qtr 3		Qtr 4		a) License Verifications	N	%	N	%	N	%	N	%	≤ 10 days	285	92%							11-30 days	20	6%							31 + days	6	2%							b) Disciplinary Information									≤ 10 days	8	57%							11-30 days	1	7%							31 + days	5	36%							c) Other Information									≤ 10 days	3	23%							11-30 days	0	0%							31 + days	10	77%								Qtr 1	Qtr 2	Qtr 3	Qtr 4	Subpoenas Received	7				Responded within required time	3				Not responded to within required time	4			
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